



Statement of Work



Implementation Services

Service

1.0 Executive Summary

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The Smart -UPS® RT 15/20 kVA Start-Up Plus Service provides a Start-Up visit by certified APC-MGE service engineers to energize and check the functionality of your System in all modes of operation and upgrades the standard 2 year factory warranty to include On-site Next Business Day response. This service provides the customer with the assurance that the Smart-UPS® RT 15/20 kVA has been Started-Up according to APC-MGE standards and specifications and the security of knowing that in the unlikely event of a failure, APC-MGE will dispatch authorized personnel to provide repairs.

APC-MGE offers a Smart-UPS® RT 15/20 kVA Start-Up Service scheduling upgrade. This offering is available on a 7x24 basis, including weekends and holidays.

Next Day and 4-Hour On-Site Response Upgrades are also available. Both of these offerings are available on a 7x24 basis, including weekends and holidays. (Not available in all locations. Please consult with your local APC-MGE representative for coverage in your area).

2.0 Features & Benefits

2.1 START-UP SERVICES

Features	Benefits
Standard 5x8 Service Scheduling	APC-MGE will dispatch certified APC-MGE service engineers to energize and check the functionality of your system in all modes of operation
Provide qualified and approved service personnel	Frees customer resources to concentrate on core business activities.
Train customer support staff on basic operation of the equipment	Provides the customer with enhanced operation and maintenance knowledge.
Supply all necessary labor and material	APC-MGE trained and certified professionals ensure your system is started-up to manufacturer's specifications and all work is done in a professional and orderly manner.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Installation verification testing	Guarantees correct installation and operation of the system.
Customer specific site documentation	Records the baseline operational data of the system.

2.2 ON-SITE REMEDIAL SERVICES

Features	Benefits
<p>2 Yr Onsite NBD Service included during warranty period</p> <ul style="list-style-type: none"> • Standard Next Business Day Response • Next Day and 4-Hour On-Site response upgrades available 	<p>APC-MGE will dispatch authorized personnel to provide repairs in the event of a problem. Parts, labor and travel costs are all included.</p>
<p>Upgrades the Factory Warranty to include on-site labor and travel</p>	<p>Security of knowing that in the unlikely event of a failure, APC-MGE will dispatch authorized personnel to provide repairs.</p>
<p>On-Site Repair</p>	<p>Assurance that the system will be diagnosed quickly and repaired to the manufacturer's specifications by highly trained APC-MGE authorized personnel.</p>
<p>Three Levels of Response Time</p>	<p>Allows customer to customize service response time to meet specific needs.</p>
<p>Frees customer resources</p>	<p>Allows customer to concentrate on core business objectives.</p>
<p>Environmental inspection</p>	<p>Verify the system's surroundings to optimize the lifetime of the UPS.</p>
<p>Scheduling coordination</p>	<p>Avoidance of delays caused by scheduling conflicts.</p>
<p>Battery inspection for APC-MGE supplied batteries</p>	<p>Verify that batteries are functioning properly, ensuring optimal battery life.</p>

3.0 Details of Service

3.1 START-UP SERVICES

The specific features and deliverables of this service are listed below. For each item listed below, APC-MGE will perform the work described and create a printed document summarizing the results.

System Environment	
Activities	Description
Environmental Requirements	APC-MGE will check the Smart-UPS® RT 15/20 kVA to ensure there are no signs of damage, the environment is suitable for operation and that there will be sufficient clearance around the system for service.
Installation Check	APC-MGE will verify the Smart-UPS® RT 15/20 kVA System is positioned properly and all Netshelter and InfraStruXure Management accessories are installed (if applicable).
	APC-MGE will check that the Input Circuit Breaker and transformer (if applicable) in the Smart-UPS® RT 15/20 kVA System is sized properly, the power wiring to the system Input Circuit Breaker is correct and the Grounding Electrode Conductor (GEC) is installed properly.
	APC-MGE will check that the incoming voltages match the nameplate phase and voltage listing the system is properly grounded.
	APC-MGE will verify that all power connections are properly torqued and meet applicable national and local codes.
	APC-MGE will check that all racks are level and aligned properly.
	APC-MGE will confirm all enclosures are properly labeled.
Battery Visual and Safety Inspection	APC-MGE will ensure the mechanical integrity is intact of the battery rack or cabinet, measure and record the ambient temperature, and record the serial numbers of the batteries where applicable.

Start Up	
Activities	Description
Perform Start Up	APC-MGE will energize and check functionality of the system in all modes to ensure compliance with manufacturer specifications.
Functional Tests	APC-MGE will verify that all internal functions are operating according to defined UPS specifications.

Verification	
Activities	Description
Voltage check	APC-MGE will check that the system output voltage is within defined UPS specifications.
	APC-MGE will verify the proper regulation of output waveform.
	APC-MGE will verify that the Internal battery voltages are within defined UPS specifications, where applicable.
Bypass check	APC-MGE will ensure that the UPS bypass functions, static and manual, are operating properly.
Front panel check	APC-MGE will record all front panel readings.

3.2 ON-SITE REMEDIAL SERVICES

The On-Site Service provides APC-MGE authorized technicians on location within a specified period of time to diagnose, repair and test the Smart-UPS® RT 15/20 kVA in the event of failure. The following table lists the details of the service tasks provided with this visit.

Activities	Descriptions
Check UPS Status	APC-MGE will document the status of the UPS upon arrival to the site (i.e. On-Line, On-Battery, Static Bypass, or other, etc.)
Check UPS Alarms	APC-MGE will view event logs and display for alarms / information on both UPS and in static bypass mode.
Diagnose	APC-MGE will troubleshoot reported issue as required.
Repair	APC-MGE will replace any defective parts and repair the system as required.
Test	APC-MGE will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	APC-MGE will describe the defect/failure and describe the corrective action taken. A detailed report will be provided.

4.0 Assumptions

The successful performance of the tasks defined in the Statement of Work (SOW) is based on the following key assumptions, which are agreed to by APC-MGE.

- Upgrade to onsite response available only during the warranty period.
- Smart-UPS® RT 15/20 kVA System Standard Factory Warranty is two years from the date of purchase.
- All services performed on-site by APC-MGE will be executed during APC-MGE business hours unless otherwise requested by the customer. These hours are Monday through Friday from 8am to 5pm weekly, local time. Exceptions are holidays.
- APC-MGE will provide the customer with authorized service personnel to start up the Smart-UPS® RT 15/20 kVA System.
- APC-MGE will provide the customer with a Smart-UPS® RT 15/20 kVA Start-UP checklist indicating that the system was properly energized and the functionality of the system was checked in all modes of operation to ensure compliance with all APC-MGE technical specifications.
- Start-Up Service Upgrades are available on a 7 x 24 basis, including weekends and holidays
- Next Business Day is defined as the next day during the business week and normal business hours.
- Where Next Day and 4 Hour services are available for purchase, authorized personnel will arrive on site next day or within 4 hours from the time APC-MGE Technical Support deems an on-site visit is necessary.
- If the customer's network is not available during Smart-UPS® RT 15/20 kVA Start-Up, APC-MGE will not be able to:
 - Enable Remote Monitoring Service.
 - Validate network address information.
 - Setup email notification within the InfraStruXure Manager (if applicable).
- The Smart-UPS® RT 15/20 kVA may require an electrician for proper installation. Please consult your Installation Manual
- Smart-UPS® RT 15/20 kVA Start-Up service may be purchased individually. Please contact AGS for assistance
- Customer must purchase one Start-Up service per unit. Please contact AGS for further information and discount options for multiple purchases
- Allow for a two week lead time in service scheduling

The following items are outside the scope of this standard service offering. Start-Up of the following items can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified APC-MGE sales representative for more details.

The following items **are not included** in the scope of this service:

- Support for third party equipment.
- Switchgear
- Information Technology (IT) Equipment

Installation activities not provided by APC-MGE as part of this service include but are not limited to:

- Information Technology (IT) Equipment migration services
- Building Management System integration
- Specialized testing or commissioning services

5.0 Scope of Responsibility

The items started here are responsibilities to and from both APC-MGE and customer.

5.1 APC-MGE RESPONSIBILITIES

- Schedule qualified and approved engineers to perform service.
- Manage and coordinate scheduling of Smart-UPS® RT 15/20 kVA Start-Up Service.
- Ensure installation is performed to manufacturer specifications.
- Operate system in all modes of operation.
- Perform basic operator training.
- Identify and document open APC-MGE and/or customer issues.
- Provide a signed copy of the Smart-UPS® RT 15/20 kVA Start-Up Service Site Forms to the customer.

5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Smart-UPS® RT 15/20 kVA Start-Up Service can be conducted.
- Provide (1) Ethernet cable to the InfraStruXure Manager Hub (if applicable).
- Provide a named resource for scheduling of the service.
- Notify APC-MGE service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide the name of the project manager (if applicable).
- Have the parties responsible for operation of the equipment present for basic operator training.

6.0 Project Work Details

The information stated here are the details of the project performed by APC-MGE for the customer with specifications to schedule, location and successful completion criteria.

6.1 SCHEDULE

Actual set dates will be discussed and approved between APC-MGE and the customer.

6.2 LOCATION

The location of this installation will be on-site and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before installation is to be done.

6.3 COMPLETION CRITERIA

APC-MGE is expected to have finished its written duties when one of the following occurs:

1. APC-MGE completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
2. This service and Statement of Work (SOW) are terminated for other reasons, within the APC-MGE Customer Agreement.

7.0 Terms and Conditions

APC-MGE standard Terms and Conditions apply.

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